

Request For Proposal

Child Welfare Services/Case Management System
Maintenance, Operation and Enhancement Project
RFP # HWDC-7012

EVALUATION

SECTION VIII

EVALUATION

A. INTRODUCTION

This section of the RFP describes the following:

- The process for receipt and evaluation of Draft Proposals
- The process for receipt and evaluation of Customer Reference Surveys
- The process for receipt and evaluation of Final Proposals

The Total Possible Score from the evaluation of the Final Proposals is 100,000 points; up to 70,000 points for responses to scored requirements in Section IV, Technical Requirements, and Customer Reference Surveys, and up to 30,000 points for proposed costs in Section VI, Costs.

B. DRAFT PROPOSALS

Receipt

Each Draft Proposal will be marked with the date and time of receipt. No Draft Proposals will be reviewed until the State specified date, as defined in Section I, Exhibit I-A, KEY ACTION DATES.

Evaluation

Draft Proposals will not be scored. Each Bidder's Proposal will be validated against the requirements. In addition each Draft Proposal will be reviewed, including proposed contract language, for administrative or clerical errors and inconsistencies that, if contained in the Final Proposal, may cause the proposal to be rejected. Each Bidder will be notified and given an opportunity to correct or modify its proposal before Final Proposal submittal.

NOTE: This is not an opportunity for the Bidder to make major changes to the proposal, but only to correct those errors that could cause the Final Proposal to be deemed non-responsive. During this review, the State will not be in a position to determine if a defect could be material and cause the Final Proposal to be rejected. The State makes no warranty that all such errors will be identified during the review of the Draft Proposal or that such errors remaining in the Final Proposal will not cause the proposal to be rejected.

Do not submit any pricing information with the Draft Proposal. Dollar figures are to be replaced by **XXXXX**'s or blanks. If the Draft Proposal contains cost information, the Draft Proposal will be rejected and the Bidder will be prohibited from further participation in this procurement.

C. CONFIDENTIAL DISCUSSIONS

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Each Bidder will be invited to meet with representatives of the the State's Evaluation and Selection Team to discuss defects found by the State if any items require clarification (see Sec. II.C.2.a). Prior to the scheduled discussions, the State's Procurement Division Official will prepare a discussion agenda itemizing the points to be covered. At the conclusion of the discussion, the State's Procurement Division Official will prepare a discussion memorandum documenting the clarified items and agreements as to how the Bidder proposes to correct the noted defects.

D. CUSTOMER REFERENCE SURVEYS

Bidders are required to send State-supplied Customer Reference Surveys to as many customers as necessary to ensure the State receives at least three (3) customer rating responses to each survey question. Surveys will be sent directly by the reference customers to the State. (Ref Section V.G)

Each Customer Reference Survey will be marked with the date and time of receipt. The State reserves the right to verify survey responses by contacting the person completing the survey.

E. FINAL PROPOSALS

Receipt

Each Final Proposal will be marked with the date and time of receipt and verified that the cost information is properly sealed. Each proposal's cost information will remain sealed until the State specified date and time for opening, as defined in Section I, Exhibit I-A, KEY ACTION DATES. If any proposal's cost information is received unsealed, the proposal and cost information will be returned to the Bidder without further processing. This does not prevent the Bidder from resubmitting a proposal with sealed cost information, as long as it is received before the specified proposal submission deadline.

Evaluation

Several multi-disciplinary teams will evaluate the final proposals.

Evaluation of Final Proposals will be done in five phases:

Phase One. The proposed contract and the Administrative Requirements as detailed in Section V (Exhibits V-A through V-F) will be examined on a pass-fail basis. No points are awarded for responses to these items. If the response to any of these requirements is found to be lacking or incomplete, the proposal may be deemed non-responsive which may preclude the Bidder from further evaluation. If a Bidder is precluded from further evaluation due to its proposal being deemed non-responsive, all Bidders whose proposals are deemed non-responsive for the same reason(s) will be precluded from further evaluation.

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Phase Two. Bidders' responses to each Requirement as detailed in Section IV, Technical Requirements, will be reviewed to verify Bidder agrees to and has initialed each Requirement. In addition, where the requirement calls for a description of the Bidder's approach to meeting the requirement, the Bidder's cross-reference will be checked to ensure a description is provided. This is a pass-fail evaluation. If the response to any of these requirements is found to be lacking or incomplete, the proposal may be deemed non-responsive which may preclude the Bidder from further evaluation. If a Bidder is precluded from further evaluation due to its proposal being deemed non-responsive, all Bidders whose proposals are deemed non-responsive for the same reason(s) will be precluded from further evaluation.

Phase Three. A maximum of 70,000 points can be awarded in this phase. Maximum points for Bidders' responses to specific, scored Requirements from Section IV, Technical Requirements, are defined in Table 8-1.

The points awarded will come from two sources: the Bidder's proposal, and responses received from Bidder customer reference surveys. Up to 47,000 of the 70,000 points may be awarded for the Bidder's proposal; and up to 23,000 points of the 70,000 points may be awarded for the customer reference responses.

The first step in Phase Three will be to score the Bidder's proposal. The Bidder's descriptive responses to Section IV Technical Requirements will be evaluated in relation to how well the responses address the applicable "Strategic Business Needs":

- Need to focus on users' needs
- Need to sustain CWS/CMS viability
- Need for competent system management
- Need for strategizing for the future and partnering with State and Counties
- Need to transition-in

The Bidder's responses to each major subsection of Section IV.C, Mandatory Technical Requirements, as listed in Table 8-1, (e.g. subsection C.3 Operations Services), will be awarded points based on how well the responses address the "Strategic Business Needs" criteria. A response that provides an adequate plan and/or explanation of how the Bidder intends to meet the Section IV, Technical Requirements, and a specific Strategic Business Need criteria will receive 50% of those possible points. A response that provides a plan and/or defined, standardized process that demonstrates a good understanding of the requirement and criteria and the Bidder's commitment to it will receive 75% of the possible points. A response that provides a plan and/or a defined,

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standardized process that demonstrates a comprehensive understanding of the requirement and criteria and the Bidder's commitment to it will receive 100% of the possible points.

If any of the total points awarded for each major subsection of Section IV.C, Mandatory Technical Requirements, as listed in Table 8-1 are awarded less than 50%, after rounding to the nearest percent, of the total possible points for that subsection, the proposal may be deemed non-responsive, which may preclude the Bidder from further evaluation. If a Bidder is precluded from further evaluation due to its proposal being non-responsive, all Bidders whose proposals are deemed non-responsive for the same reason(s) will be precluded from further evaluation.

The second step of Phase Three will be to award points to the Bidder based on Customer Reference Survey responses. Points will be awarded to the Bidder based on the customer's responses regarding the Bidder's performance and abilities in relation to the technical requirements and applicable Strategic Business Needs.

A Customer Reference Survey that generally indicates the Bidder "Sometimes" met the customer's needs and expectations will receive 50% of the total possible points for the survey. A survey that indicates the Bidder "Usually" met the customer's needs and expectations will receive 75% of the total possible points. A survey that indicates the Bidder "Always" met the customer's needs and expectations will receive 100% of the total possible points for the survey. The 23,000 total possible points for the Customer Reference Survey will be proportionally distributed to each Strategic Business Need of Table 8-1 as earned percentages of the total possible points for the Customer Reference Survey. Table 8-1 lists the maximum number of non-cost evaluation points possible for each major section of Section IV.C Mandatory Technical Requirements.

At the conclusion of Phase Three, the State's Evaluation and Selection Team will compile each Bidder's non-cost points. Scores will be made public for those Bidders whose proposals are deemed responsive.

Phase Four. After publication of the non-cost points to Bidders, the public cost opening will be scheduled. All participating Bidders will be notified of the date and time. Volume 4, Costs, for all responsive Bidders will be unsealed and Cost Summary Worksheet VI - 9, will be read to all persons present at the cost opening. Following the cost opening, the Evaluation and Selection Team will convene to evaluate each Bidder's Volume 4 costs. Bidders' responses to the Cost Tables and Worksheets, as detailed in Section VI, will be opened and scored as defined in Table 8-2.

Bidders' cost points will be awarded based on a relative basis, awarding the maximum points to the Bidder with the lowest total cost for each cost category in Table 8-2. A maximum of 30,000 points will be awarded in this section. Points for each Cost component will be awarded to all Bidders using the following formula:

$$(\text{lowest cost bid} + \text{Bidder's cost bid}) \times \text{maximum points} = \text{awarded points}$$

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Points will be rounded to the nearest whole number.

Phase Five. Points from Phases Three and Four will be combined to determine each Bidder's Total Points. The Bidder with the highest Total Score will be the State's intended awardee for the contract. (See Intent to Award in Section I, KEY ACTION DATES.)

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Table 8-1 Maximum Number of Non-Cost Evaluation Points Possible

Section IV.C , Mandatory Technical Requirements	Strategic Business Needs					
	Focus on User Needs	Sustain CWS/CMS Viability	Competent System Management	Strategizing for the Future and Partnering	Transition In	TOTAL POINTS
C.1 General	2000	1000	1000	5000	-	9000
C2. Transition-In	-	-	-	-	5000	5000
C.3 Operations Services	8000	10000	11000	2000	-	31000
C.4 Applications Maintenance	2500	2000	2500	1500	-	8500
C.5 Training	4000	500	-	500	-	5000
C.6 Local Infrastructure Oversight	-	2500	2500	-	-	5000
C.7 Local Goods and Services	2500	2500	-	-	-	5000
C.8 New CWS Development	500	-	500	500	-	1500
TOTAL POINTS	19500	18500	17500	9500	5000	70000

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Table 8-2 Maximum Number of Cost Evaluation Points Possible

TYPE OF BUSINESS	SECTION IV REFERENCE	TABLES AND WORKSHEETS	COST POINTS
Guaranteed	Transition (IV.C.2)	VI - 1	500
	General (IV.C.1)		
	Operations (IV.C.3, except IV.C.3.d.7.3-4)	VI - 2.C	10750
	Application Maintenance (IV.C.4, except IV.C.4.d.3, IV.C.4.d.4)		
	Local Infrastructure Oversight (IV.C.6)		
	Training (IV.C.5, except IV.C.5.b.2-3)	VI - 4.A.1 VI - 4.B.1	2000
	Dedicated County Package of Local Services (IV.C.7.c)	VI - 6.D	4000
	Total Maximum Cost Points Guaranteed Business		
Additional Exclusive	Operations (IV.C.3 - workload growth)	VI - 2.C	2000
	CAD and Ad Hoc Reporting (IV.C.3.d.7.3-4)	VI - 3.C	
	Adaptive and Perfective Changes (IV.C.4.d.3)	VI - 3.A	5000
	Major Enhancements (IV.C.4.d.4)	VI - 3.B	
	Additional Training Services (IV.C.5.b.3)	VI - 4.C.1 VI - 4.D.1	500
	Local Infrastructure Oversight (IV.C.6-operational growth)	VI - 5	250
	Total Maximum Cost Points Additional Exclusive Business		
Additional Non-Exclusive	Local Goods (IV.C.7.a)	VI - 6.A.1	3000
	Specialized Training for Local Goods (IV.C.5.b.2)	VI - 6.B.1 V - 6.C.1	
	Local Services (IV.C.7.b)	VI - 6.E.1 VI - 6.F-G VI - 6.H	1000
	New CWS Development (IV.C.8)	VI - 7	1000
	Total Maximum Cost Points Additional Non-Exclusive Business		
POINT MAXIMUM TOTALS ALL TYPES OF BUSINESS			30000